



**IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For November 2006**

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	65%	
Call Abandonment Rate	Less then 2% Abandoned <i>(Includes Voicemail)</i>	39.7%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	96.13%	
Email Response Rate	98% Response within 1 business hour	82.72%	
User Sampling Survey	95% Of Satisfied Customers	95.16%	
Resolution Of Incidents On Time	90% Calls Resolved On Time <i>(By Grouping)</i>	94.58%	

Account Management	8 Business Hours	97.95%		
Applications	16 Business Hours	85.65%		<i>Excluding GMIS & SIRS</i>
Data Management	32 Business Hours	87.96%		
Database	32 Business Hours	90%		
Hardware	40 Business Hours	86.01%		<i>Excluding Deployments</i>
Operating System	24 Business Hours	75%		
Telecomm	12 Business Hours	96.15%		

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	100%	
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Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.98%	
WAN Availability (Remote Sites)	24x7 Availability (98.0%)	99.77%	
VPN Availability	24x7 Availability (99.9%)	100%	
Dial-Up Availability	24x7 Availability (99.9%)	100%	

In compliance
 Within Tolerance
 Out of compliance
 Insufficient data available this month



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Server and Storage Administration





Overall Average Windows Server Availability 99.79% 

E-Mail Server Availability	99.9% Availablity	99.85%	
Web/App Server Availability	99.9% Availablity	100%	
Shared File Server Availability	99.9% Availablity	99.77%	
SQL Server Availability	99.9% Availablity	100%	

(Excluding Holidays)

Account Management

New Network Account Requests	Creation Within 2 Business Days (99%)	90.58%	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	83.78%	
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	47.62%	

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